Employer Practices – Community of Practice Series 1: Workforce Transitions

Session 5: Bringing the Employer Practices Themes Together and Deepening Our Learning: Practical Tools

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20 years

In the Tamarack **Learning Centre** we support our learners in the **five interconnected practices** that we believe lead to impactful **community change**.

Evaluating Impact · **Collective Impact** · **Community Engagement** · **Collaborative Leadership** · **Community Innovation** · COMMUNITY CHANGE

ENDING POVERTY
DEEPENING COMMUNITY
BUILDING YOUTH FUTURES
CLIMATE TRANSITIONS

Vibrant Communities
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In **Vibrant Communities**, we support **cities and local leaders** to implement large-scale change initiatives to **reduce poverty, deepen community**, **build youth futures** and **address climate transitions**.

Workforce Transitions - Employer Practices Community of Practice
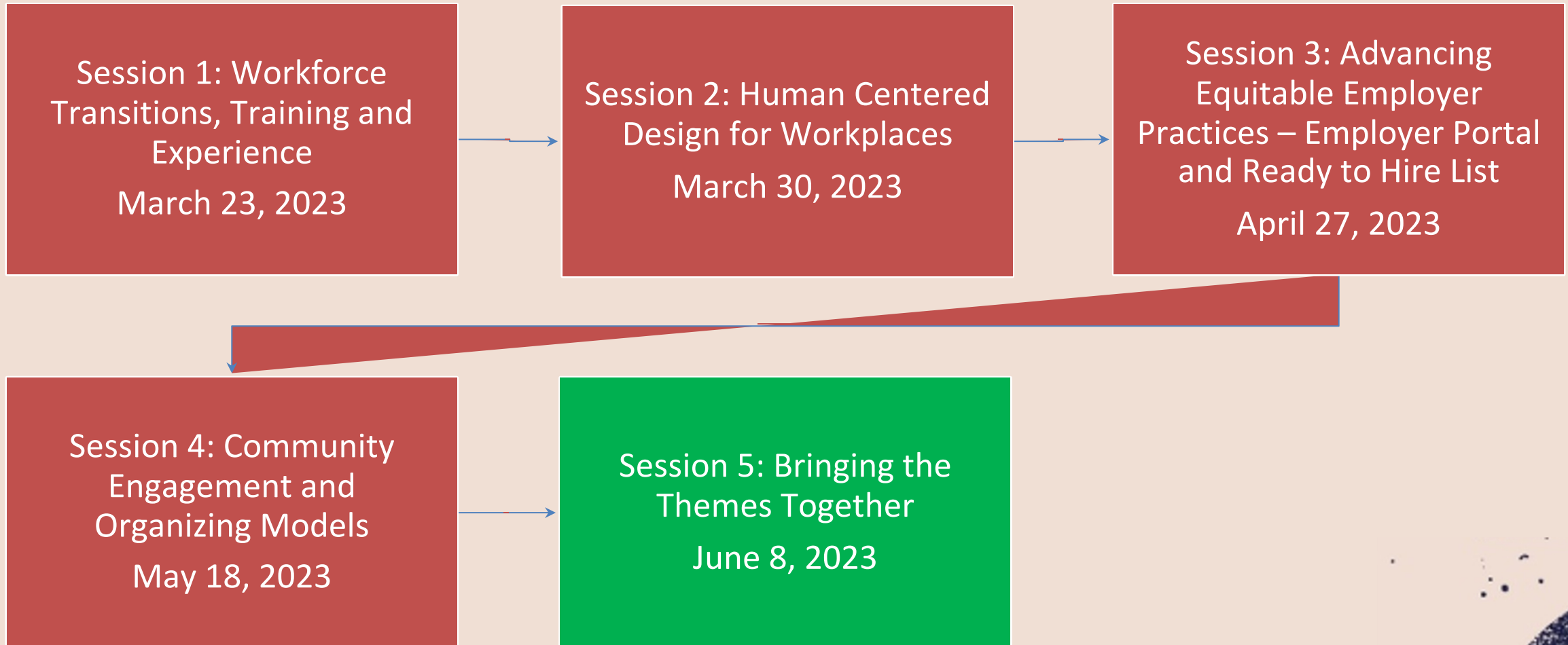
Session 5: What do you do to create an engaged learning session?

Getting to Know Each Other

- Introduce yourself
- Introduce your organization

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Session 4: Community Engagement and Community Organizing Models
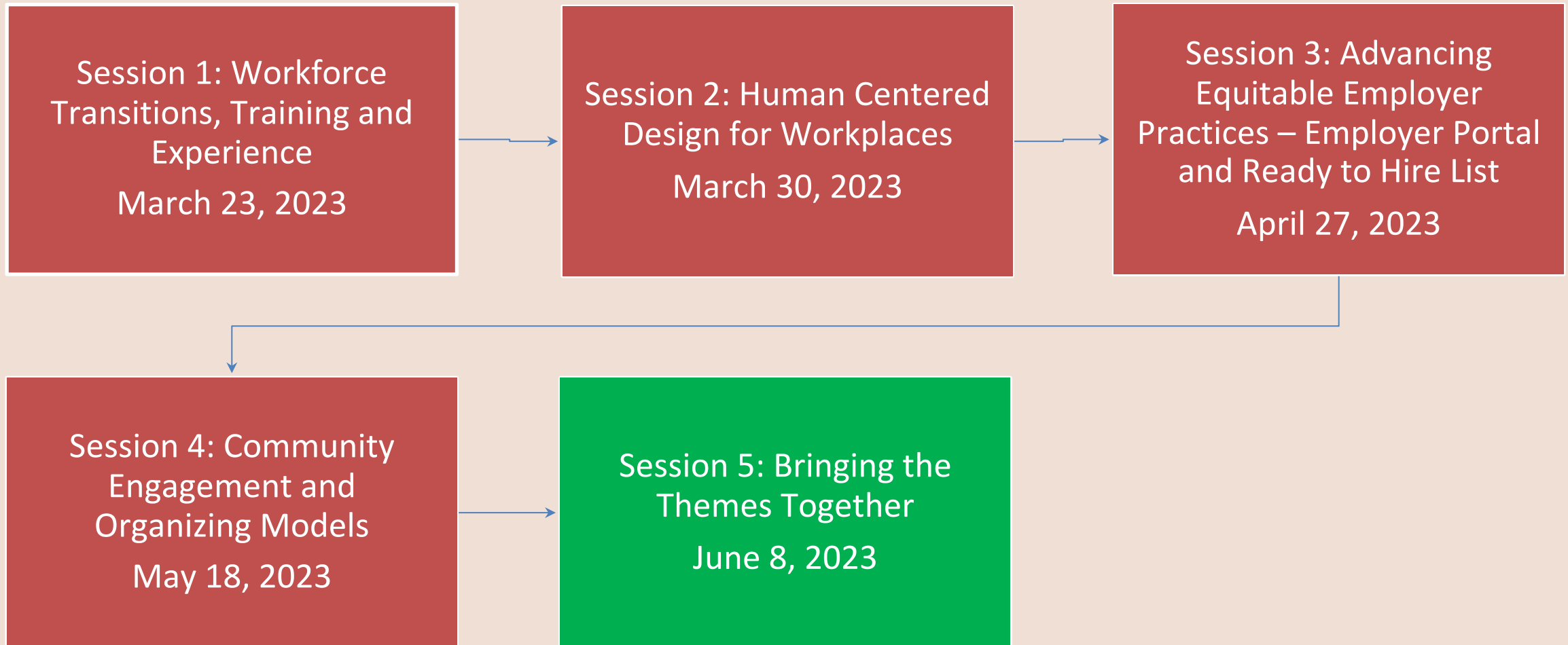
Agenda for Today

1. Welcome, Land Acknowledgement and Setting the Context for the Session

2. Bringing the Employer Practices COP Series 1 Themes Together and Deepening our Learning

3. Question and Conversations

4. Next Series – Discussion, Ideas and Feedback

Community of Practice

- A community of practice (CoP) is a group of people who share a common concern, a set of problems, or an interest in a topic and who come together to fulfill both individual and group goals.

- Communities of practice often focus on sharing best practices and creating new knowledge to advance a domain of professional practice. Interaction on an ongoing basis is an important part of this.

- The Employer Practices - Community of Practice will be a web-based collaborative environment to communicate, connect and conduct community activities.

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Workforce Transitions - Employer Practices Community of Practice

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March 23, 2023

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Session 2: Human Centered Design for Workplaces

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Session 3: Advancing Equitable Employer Practices – Employer Portal and Ready to Hire List

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Session 5: Bringing the Themes Together

June 8, 2023

Employer Practices - Co-Design Team

The Employer Practices Community of Practice Co-Design Team

- Bassel Ramli – Jump Start Refugee
- Crystal Kalaitzakis – Momentum Centre
- Tom Strong - The National Fund for Workforce Solutions
- Carolyn Yang -TechEquity Collaborative
- Rochelle T. Cooks – The Welcoming Center
- Kannyka Pouk – Centre for South-East Asians
- Abdulla Daoud – The Refugee Centre

Bringing the Employer Practices Themes Together and Deepening our Learning

Four Themes

Effective Employer Practices

1. Navigating Workforce Transitions
2. Applying Human Centred Design in workplaces
3. Community Benefits Programs and Employer Policies
4. Community Engagement and Community Organizing Models

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Theme 1: Navigating Workforce Transitions

Effective Employer Practices

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Jobs Lost, Jobs Gained: The Future of Work

Seventy-five million to 375 million may need to switch occupational categories and learn new skills.

McKinsey. Future of Work.
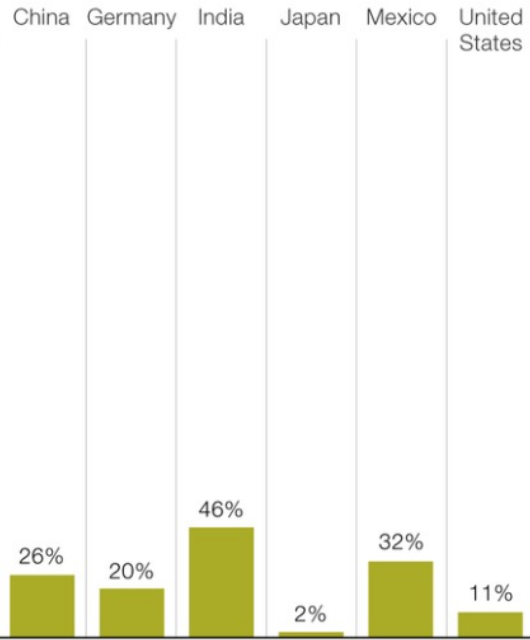
Jobs Lost, Jobs Gained: The Future of Work

Employment growth and decline by occupation, % change labor demand, midpoint automation

Professionals

Includes: Account managers, engineers, business and financial specialists, lawyers and judges, legal-industry support staff, math specialists, scientists, and academics

China	Germany	India	Japan	Mexico	United States
26%	20%	46%	2%	32%	11%

Employment growth and decline by occupation, % change labor demand, midpoint automation

Office support

Includes: IT workers, information and record clerks, office-support workers, financial workers (procurement, payroll, etc), administrative assistants

China	Germany	India	Japan	Mexico	United States
14%	−15%	21%	−23%	22%	−20%
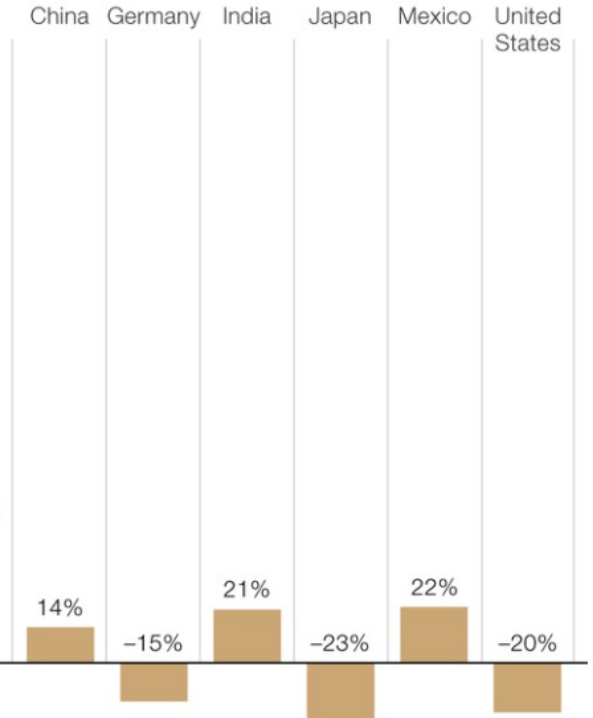
Jobs Lost, Jobs Gained: The Future of Work

Managing Workforce Transitions:

- Maintain robust economic growth to support job creation
- Scale and reimagine job retraining and workforce skills development
- Improve business and labor-market dynamism including mobility
- Provide income and transition support to workers

Theme 1: Navigating Workforce Transitions

SATIR CHANGE MODEL
(by Virginia Satir)

awareness

OLD STATUS QUO

FOREIGN ELEMENT

NEW STATUS QUO

PERFORMANCE

PRACTICE

authorship

INTEGRATION

TRANSFORMING IDEA

TIME

CHAOS

acceptance | articulation | application | activism and altruism
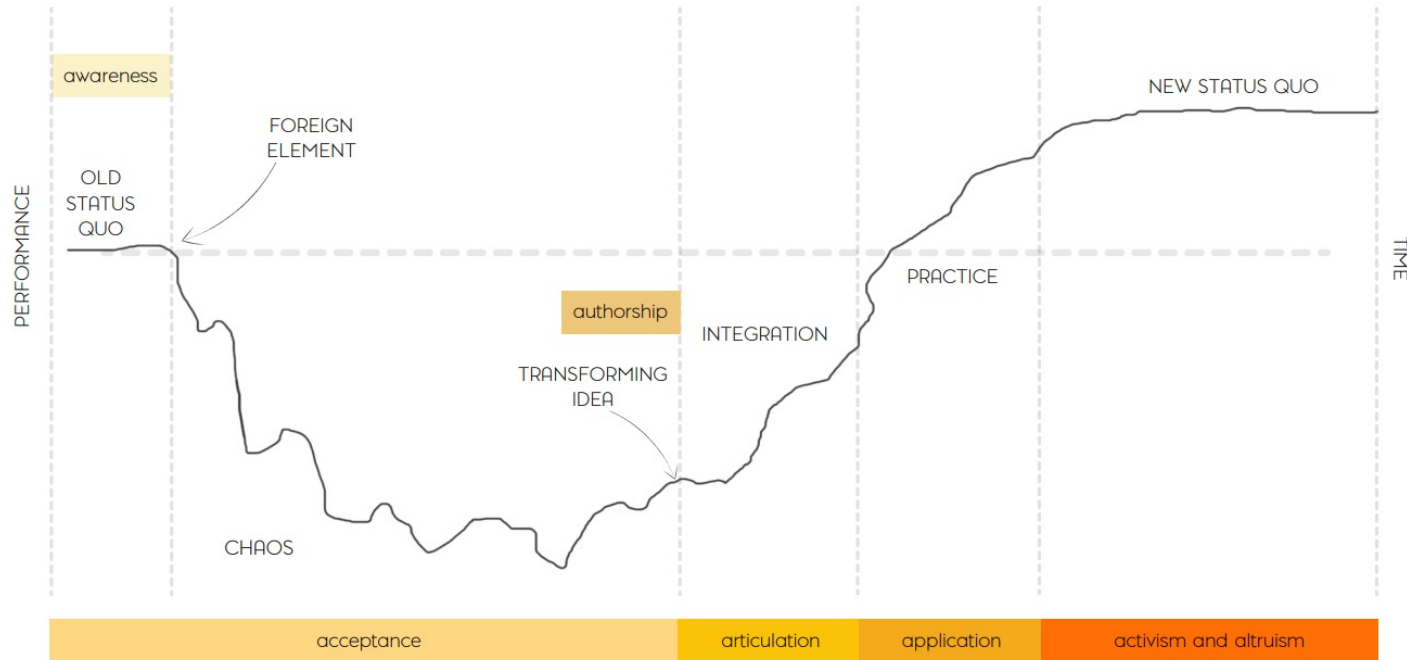
www.lana.jelen.jev.com

Practical Tool: Satir Change Model

https://www.linkedin.com/pulse/understanding-journey-change-using-satir-model-jelenjev-/

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Theme 2: Applying Human Centred Design

Effective Employer Practices

https://www.therefugeecentre.org/

https://nationalfund.org/

Human Centered Design: With Employers

Cultural Sensitivity

Legal Education

Small Businesses

Skills Training

Educational Acceptance

Relationship with Community

Why Human Centered Design and Job Quality?

- The promise of HCD when it comes to job quality: bringing those closest to the problem & including their voices in solving it

- This process is a way of working that employs **empathy**, **creativity**, and **rationality** to define, explore and solve problems.

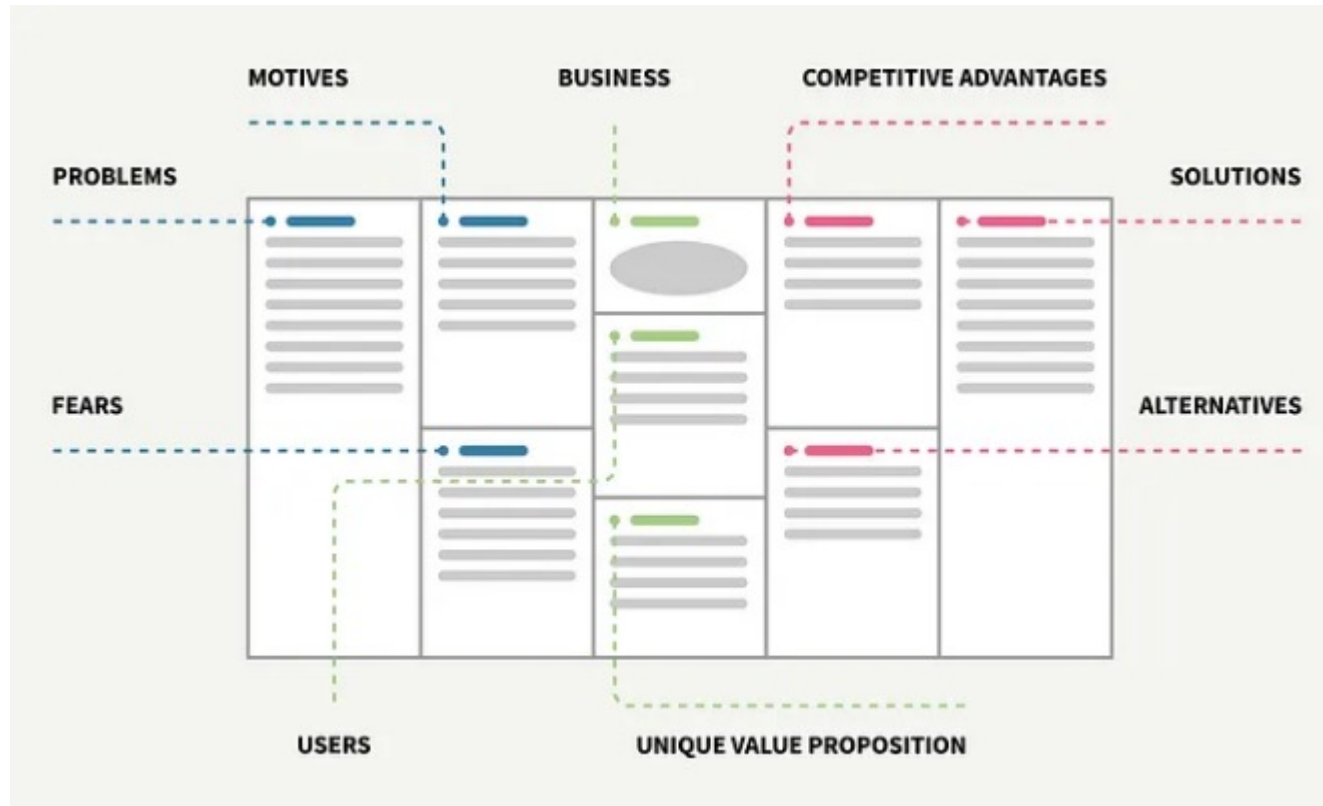# Our Guide to Designing a Human-Centered Workplace

1. Plan for Job Outcomes
2. Launch a Collaborative Workgroup
3. Learn from Employees
4. Design & Test Solutions
5. Measure the Impact

Photo by 2H Media on Unsplash

https://nationalfund.org/human-centered-workplace-guide/intro-to-guide/

Theme 2: Applying Human Centred Design

Practical Tool: User Centred Design Canvas

https://uxplanet.org/user-centered-design-canvas-deconstructed-cf7e9c6252e8

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Theme 3: Community Benefits Program and Employer Policies

Effective Employer Practices

https://www.communitybenefits.ca/

https://techequitycollaborative.org/

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About Community Benefits Agreements

FOUNDATION

Incorporated as non-profit in March 2014

Serves five target groups: youth, women, Indigenous, racialized peoples and newcomers

Advocates for and negotiates Community Benefits Agreements

Community Labour Coalition with 120+ members

GOAL

The goal is for good jobs and economic opportunities for the community through investment in infrastructure and urban development

PROGRAMS

Construction Apprenticeships

Professional Administrative and Technical Jobs

Social Procurement

Neighbourhood and Environmental Improvements

Employer Portal and Ready to Hire List

Employers upload job postings to https://employerportal.ca

Registered Job seekers upload resumes to EmployerPortal.ca "Ready to Hire list"

Resumes are prescreened, recommended to Employers for in-person job interviews at the fair

Service providers prepare candidates selected for job interviews

All job seekers can conduct information interviews with employers and receive resume tips

How Responsible Contracting is Key to Workplace Inclusion

TechEquity Collaborative's research on the two-tier workforce in tech has exposed how contracting out can create harm for workers and tech companies. Workers are often placed into precarious positions and companies are exposed to legal and reputational risk.

Compared to full-time workers, contract workers face:
- Career Immobility
- Job precarity
- Lack of voice in the workplace
- Unequal pay for equal work
- Occupational segregation
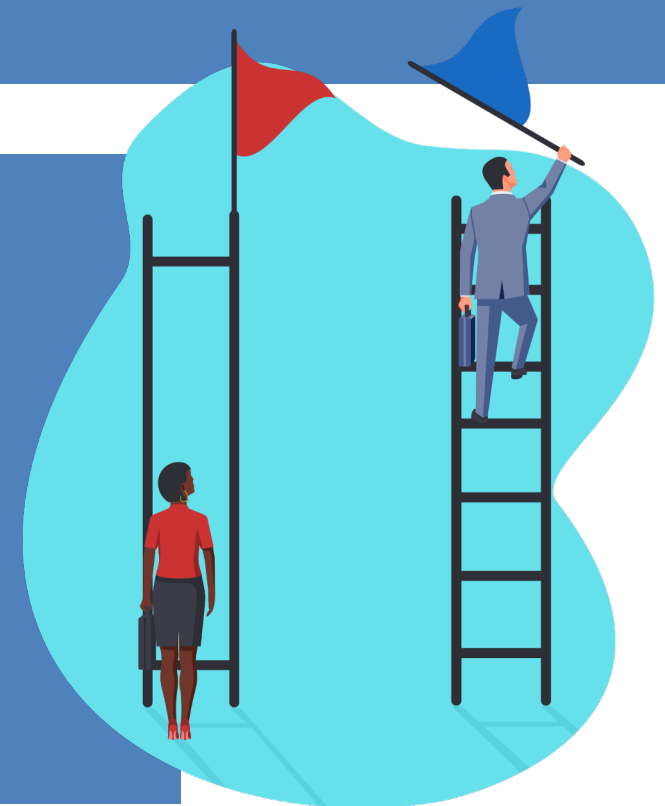
Theme 3: Community Benefits Program and Employer Policies

Practical Tools

- Ready to Hire – Employer Portal - https://employerportal.ca

- Responsible Contracting Standard - Contract Worker Disparity Project - Responsible Contracting Standard - TechEquity Collaborative

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Theme 4: Community Engagement and Community Organizing Models

Effective Employer Practices

https://cseari.org/

https://actiondignity.org/

Community Engagement at CSEA

Inreach

- CSEA relies heavily on existing clients

- Long History of clients

- Each staff has a list of clients

- Contact clients via phone calls, texts

- Use of Social Media, esp Facebook

- Clients getting help for multiple programs

Outreach

- Temples, Churches, Places of worship

- Cultural Events taking place throughout community

- Health Fairs held at CSEA

- Cultural Food Giveaway

- Collaborate with other agencies

- Spring and Summer time outreach

The ActionDignity Edge: Our Theory of Change

Catalyze Collective Impact
Because a critical mass of racialized social change agents is motivated, mobilized and equipped with knowledge and skills, and access to a network of stakeholders, they will deploy a range of culturally appropriate initiatives which will lead to systems change

Collaborate Intentionally
If a network of stakeholders is convened intentionally, it will serve to foster interactions, share learnings, build partnerships, collectivize voices, map systems and collaborate on a range of pro-equity programs

Build Capacity of Grassroots Social Change Leaders
If social change leaders from racialized communities are equipped to plan, design, and execute programs, they will build community through collective problem-solving

Build Civic Infrastructure
If racialized community members are empowered to connect, define issues and address shared concerns, they will become engaged and active citizens

Transformational systems change processes are triggered to enhance the abilities and actions of racialized community members to address the effects and root causes of inequity.

ActionDignity

Scope the lived experiences of racialized communities

Engage stakeholders & decision makers

Inform and guide policies and strategies

Community Engagement

Anti-Racism Action Committee, City of Calgary, Academe etc. Consultation

Dismantling Systemic Racism, Transforming Lives: The City of Calgary Anti-Racism Strategic Plan (2023 – 2027)

Theme 4: Community Engagement and Community Organizing Models

developed by the international association for public participation

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input...	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent...	We will implement what you decide.

Practical Tool: International Association for Public Participation – Engagement Spectrum

https://iap2canada.ca/Resources/Documents/0702-Foundations-Spectrum-MW-rev2%20(1).pdf

Discussion

Share examples from your organization

What are your next steps?

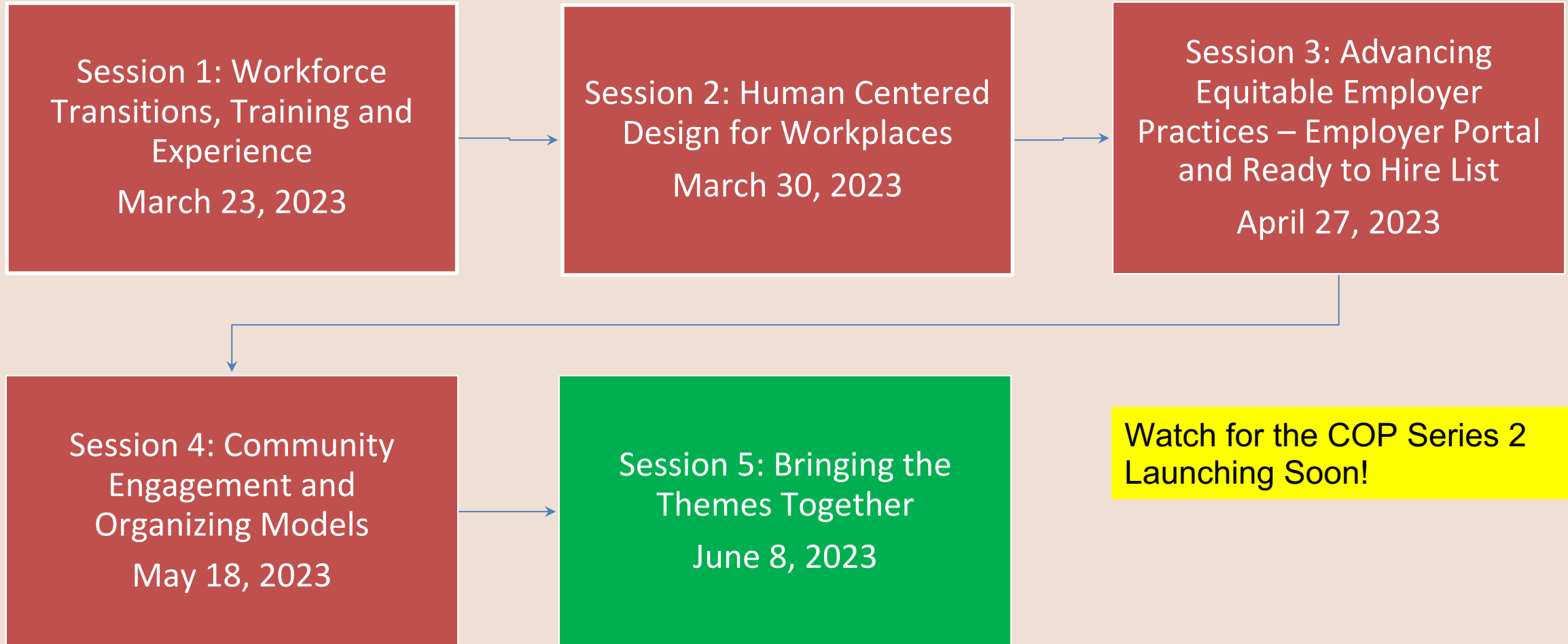**Share in the chat box.**

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We Appreciate Your Perspective

Please complete this short survey.

Your responses will help us plan for future Community of Practice Sessions.

Survey Link:

https://www.surveymonkey.com/r/J6LF9KV

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Watch for the COP Series 2 Launching Soon!